



### VISION

People Families Neighborhoods

### Mission

To serve, protect and govern in  
Concert with local municipalities

### VALUES

People  
Ethics  
Innovation

Customer Service  
Resource Management  
Equal Opportunity

## **DEPARTMENT OF PURCHASING**

**BID: 05ITBR42335YB**

**FOR**

**WEB BASED DATA MANAGEMENT SYSTEM  
FOR THE FULTON COUNTY DEPARTMENT OF HEALTH AND WELLNESS  
ENVIRONMENTAL HEALTH SERVICES DIVISION**

**BID DUE DATE: APRIL 19, 2005 AT 11:00 AM  
LEGALLY PREVAILING TIME**

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## OVERVIEW

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The Fulton County Department of Health and Wellness will receive proposals from qualified firms experienced in design, installation and implementation of environmental health data management systems for the Environmental Health Services Division (“EHS”). The hallmark feature will be the West Nile Virus module (“WNV”) that will be utilized to capture, analyze and enhance the Department’s WNV activities including personal protection, health promotion and education, source reduction, surveillance, and control measures. The proposals requested are intended to assist the Department in selection of an appropriate environmental health data system that will provide the desired capabilities for the WNV module, as well as, other EHS modules to improve overall environmental health service delivery; improve maintenance of data; facilitate access to the data; and, facilitate report generation capabilities for all intended users.

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## OBJECTIVE

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The information needs for the West Nile Virus program and EHS Division have drastically changed due to the advent of new technology, combined with the power and importance of the Internet in business and society as a whole. Because of these changes a new information system is required to harness the technology and power of the Internet to improve overall program management and services. EHS requires a web based, fully integrated, completely relational information management system for collecting, managing, reporting and analyzing data for the West Nile Virus program specifically, and in general all environmental health programs listed below alphabetically (but not limited to):

- Administration
- Complaints
- Drinking Water (Wells)
- Emergency Response
- Enforcement
- Epidemiology
- FACE (Facility Assessment and Control Evaluation)
- Fiscal, as associated with the EHS programs
- Food Services
- Hazardous Waste
- Indoor Air Quality
- Institutions
- Lead Risk Assessment and Abatement
- On-Site Sewage Management Systems
- Rabies
- Radon
- Referrals (to other agencies)
- Request for Service
- Special Events
- Swimming Pools
- Tourist Accommodations
- Training and Education (Staff and Client)
- Vector Control (Rodents)
- Water Impoundment
- West Nile Virus

## CURRENT SYSTEM ENVIRONMENT

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The current EHS system is a customized Microsoft Access 2000 based data management software system with data remotely located from EHS over a local area network. This system is used by clerical and management staff to store: permit information, complaint information, request for service information, and fiscal information for all relevant programs.

Current technical/networking environment:

- Local Area Network/Wide Area Network environment.
- Microsoft Windows 2000 servers
- Personal desktop computers running Windows 2000 operating systems

## SYSTEM FUNCTIONAL REQUIREMENTS

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**Note:** for purposes of clarity, the following will apply:

“Shall” when used within this document will be defined as **required** system functions or services;

“Should” when used within this document will be defined as **desired** system functions or services.

### **General**

- a) The system shall be capable of allowing data entry on IBM-compatible computers operating Windows 2000 operating systems or better with the future capability of data entry on handheld devices, laptops, pen tablets, etc. operating the latest version of Palm OS, or Windows Mobile 2003 operating system or higher.
- b) The system shall provide access to data entered into the system at all times, excluding cases of loss of electrical power.
- c) The system shall manage data in a 100% relational format. The system shall offer complete integration between various modules or tables to provide concise data control and avoid data duplication.
- d) The system shall provide a user-friendly interface for system navigation through the use of a “point and click” method and/or keystrokes. Navigation from screen-to-screen shall maintain context and the system shall include default values, drop down menus and auto fill features.
- e) The system shall provide a detailed audit trail of system transaction activity.
- f) The system shall be flexible to allow customization to meet EHS operational and regulatory needs. It shall allow for customization by EHS, including the ability to customize: field and tables, reports, and the layout/view of data per each system user.
- g) The system shall be capable of interfacing with Microsoft Word, Excel, Access, PowerPoint and Novell GroupWise documents/records and be capable of exporting data to these Microsoft applications and HTML or XTML format.
- h) The system shall provide the user with help options including an online help system, web-based support, paper and electronic documentation for the system.
- i) The system shall manage inspection, facility, and fiscal data for all Fulton County environmental health program areas previously referenced in the **Objective**.

- j) The system shall track for each program:
- Complaint Information and History
  - EHS Revenue and Expenditures
  - Educational and Training Information
  - Enforcement Actions
  - Field/Surveillance Activities, Scheduling, and Productivity Metrics
  - Inspections (Formal and Informal)
  - Inventory of Equipment and Supplies
  - Multimedia Comment Files
  - Permit Intervals
  - Permitting and Licensing Activities
  - Plan Review and Modifications
  - Requests for Service
  - Rules and Regulations Enforced By EHS
- k) The system shall facilitate data searching utilizing wildcards and multiple search criteria. The system shall provide the ability to search records for all pertinent information related to a site, regulated facility, complaint, or event including but not limited to: names, addresses, inspection history, dates, permit/license numbers, phone numbers, contractor information, and violations/enforcement actions, etc.
- l) The system shall utilize the set system of identifiers currently used by EHS for program/service areas, permits, EHS staff, or similar identifiers designated by EHS.
- m) The system shall have automatic completion capability for name identifier fields based on existing identifiers entered into the master database.
- n) The system shall facilitate the processing of applications and permits and have internal checks to ensure environmental and fiscal compliance prior to permit issuance.
- o) The system shall allow manual and batch printing of permits and licenses.
- p) The system shall create a daily summary of revenue transactions in a specified format.
- q) The system shall track the costs of providing environmental health services.
- r) The system shall provide data analysis for use in: planning and developing programs, budgeting staff and resources programmatically and geographically, revising fee rates, and evaluating program effectiveness and efficiency.
- s) The system shall provide a means to plan program activities and monitor activity completion; assign staff to assignments or geographical areas based on workload requirements; monitor staff compliance with inspection frequencies; inspection violation frequencies; and, service times.
- t) The system shall track time utilization of all EHS staff.
- u) The system shall track the daily activities of all EHS staff. The system shall track the start date/time and stop date/time of service delivery for both field and office point of service by EHS staff member. The system shall link daily activities to an individual delivery of service, customer of the service, service program, and environmentalist/inspector conducting services.

- v) The system shall track certified professionals and the expiration of their certification such as septic system installers, Certified Food Safety Managers, Certified Pool Operators, well drillers, etc.
- w) The system shall have the ability to format and store drawings, pictures, and maps etc., linked to specific service activities such as inspections, investigations, or requests for service.
- x) The system shall be GIS-capable with the ability to link GIS data to a specific permit, complaint or request for service. The system shall be able to store GPS data.
- y) The system shall be capable of accepting data from Scantron Scan Mark 2800 optical mark readers utilizing ScanBook for Windows Form Definition Software Version 2.0 or higher.
- z) The system shall be expandable to meet future EHS needs.

### **West Nile Virus**

- a) The system shall include a customizable module to account for local, state, and federal requirements for the surveillance of West Nile Virus within Fulton County. The system shall provide a single easy-to-use interface for all West Nile Virus surveillance, source reduction, educational, and contract service provider activities.
- b) The system shall track all surveillance activities associated with dead bird/mosquito pool collection, laboratory testing, and reporting.
- c) The system shall track all mosquito source reduction activities, inspections and associated enforcement actions taken.
- d) The system shall monitor all mosquito control activities including larvicide/pesticide distribution, location, amount distributed, etc. and a mechanism to track larvicide stock and inventory with accountability features built in to satisfy all local, state and federal regulatory requirements.
- e) The system shall provide a scheduling and reporting feature for all health education and outreach activities associated with West Nile Virus program including group presentations and literature distribution with a mechanism to track literature inventory and stock.
- f) The system shall provide the ability to monitor and track the inventory and assignment of equipment and supplies from the West Nile Virus Program.
- g) The system shall provide a mechanism for contract service providers to track and report all surveillance and source reduction activities performed by their staff.
- h) The system shall include the ability to generate detailed reports in a format to be determined by EHS of staff utilization, equipment/literature/supply inventory information, surveillance activities, source reduction activities, health education activities, and contract service provider activities.

### **Fiscal**

- a) The system shall include a customizable fiscal system to account for local, state and/or federal environmental regulations. The system shall provide a single easy-to-use interface for all fiscal activity. The fiscal system shall track fees assessed for services provided; record fees collected; and, monitor overdue permit renewals/payments. The system shall link fees assessed to an individual delivery of service; customers of the service or permit number; service program; and, EHS staff conducting the service. The system shall be able to print receipts for fees collected.
- b) The system shall be able to offer manual and batch creation of invoices and posting of payments (by cash, check, debit card or credit card), automatically calculate permit fees based on criteria established by EHS, and automatically calculate penalty fees. The system shall be able to charge

and collect one-time fees for: plan reviews, copies, certification class registrations, customized report requests for information from the public, annual online information access subscriptions for the media, etc. The system shall be able to apply payments to different program area accounts; balance accounts at end-of-day transactions; create bank deposit at end-of-day transactions; allow changes to accounts and transfer of funds across accounts; and, shall allow freeform text entry explanation when changes are made to account/record entries (i.e., returned checks or reimbursements).

- c) The system shall auto-stamp fiscal data entry and manual entry of processing period.
- d) The system shall allow manual designation of processing person's identification.
- e) The system shall create a daily summary of revenue transactions in a specified format.
- f) The system shall provide integration between the fiscal system and time-tracking system to produce automatic billing for re-inspections and other service-based items.

### **Inspection**

- a) The system shall provide inspection and sampling scheduling based on critical categories, EHS mandates, geographic areas, etc.
- b) The system shall allow review of inspection history and complaint investigation, as well as monitor overdue inspections and scheduled inspections.
- c) The system shall provide EHS staff an itinerary of all assigned activities, including inspections, samples, complaint investigations, service requests, etc.
- d) The system shall have future ilityovide to record inspection activities using handheld devices, laptops, pen tablets, etc. The system shall have future capability to access real time data via a wireless connection or synchronization between the field unit and main system when returning to the office. The system shall have future capability for the inspector to access detailed inspection and violation history, complaint history, compliance information, and service requests for facilities.
- e) The system shall have future ilityto print an electronic report in the field as specified by EHS. The system shall also have the future capability to allow field staff to log and print a notice of violation against facilities maintained in the system.

### **Query**

The system shall provide a user-friendly tool for performing ad hoc queries. The system shall allow the user to define/name the query and define the report layout from the query and print in user-specified format. The system shall have the ability to export data from the query builder.

### **Analysis And Reporting**

The system shall contain a professional reporting system that allows for generation of standard or customizable reports. The system shall include reports defined by EHS and other associated documents normally used to conduct business within environmental health services across all program areas at a frequency prescribed by EHS. These reports and documents include but are not limited to:

- Time and activity
- Program costs and revenue
- Workload allocation
- Profile listings
- Daily and monthly cash summary reports
- Permits approved
- Department of Human Resources (DHR) Quarterly Environmental Health Services reports
- Complaint and Enforcement Actions
- Cash transmittals
- Daily inspections performed
- Inspection rosters
- Fiscal reports
- User defined statistical reports

### **User Security**

The system shall have at least five levels of access:

- a) **Maintenance:** Complete access.  
The maintenance level of access shall be limited to system administrators and architects.
- b) **Management/Supervisory:** Some access restrictions.  
The management/supervisory level of access allows the ability to make changes to information in the system, excluding fiscal data. This access level is limited to Division Director, EHS District Managers, EHS Supervisors, and Administrative Assistants.
- c) **General Staff:** Limited access.  
The general level of access allows the ability to add inspection detail/narrative, add complaint investigation summaries, print customized reports, and view all inspection data with no editing capabilities (i.e., cannot change facility profile information, cannot change inspection violations or scores, cannot change inspection dates or times).
- d) **Media:** Restricted access.  
The media level of access allows access to information in the database, including detailed narratives via the Internet with the ability to print user-defined reports. This access will be provided as a subscription service.
- e) **Public:** Restricted access.  
The public level access allows the general public the ability to: download documents and regulations, view facility profile information, view inspection history, view complaint history (excluding complainant identification), and view enforcement history. This access shall also allow the public to view more detailed information and print customized reports online through a subscription service.

## TECHNICAL REQUIREMENTS

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- a) The proposed solution and the supported database software, operating system and suggested hardware specifications shall include the following:
- Application programming language
  - Future compatibility with hand-held (PDA) devices
  - Future compatibility with pen-based devices
  - Future compatibility with wireless devices
  - Maximum number of concurrent users
  - Network communications requirements suggested
  - Network protocols supported (e.g., TCP/IP)
  - Network software
  - Network topologies supported (e.g., Ethernet, Token Ring)
  - ODBC and SQL compliant database
  - Operation system supported
  - Report writer (e.g., specify commercial or proprietary)
  - Separate test and/or training environment provided
  - Server requirements
  - Workstation requirements
- b) The system shall create a daily summary of revenue transactions in specified format.
- c) The vendor shall be capable of meeting scalable growth in environmental health operations and be responsive to revisions in local, state and federal regulatory requirements. Revisions in local, state, and federal regulatory requirements shall incur no charge.
- d) The vendor shall provide a mechanism for the conversion of existing database files to the new database format, as well as migration of the data to the selected EHS information management system.
- e) The vendor shall provide an interface to the EHS Scantron Scan Mark 2500 system for data transfer/storage and upload to the central data management system. The system shall have the capability of utilizing Scan Book for Windows Form Definition version 1.24 or higher.
- f) The vendor shall provide an interface to the DeKalb EHS geographic information system (Arc View 8.3 or higher).
- g) The vendor shall be able to provide an interface to the DeKalb County Tax Assessors database (at a future date to be specified by EHS) for confirming property ownership information for complaints.
- h) The proposed solution shall meet the following requirement criteria:
- The system shall include comprehensive security, including database security; field level security; and, group security by staff type
  - The system shall provide the ability to export data to Microsoft Office products and HTML or XTML format to allow information to be easily published to the web

- System manuals shall be provided for users and technical staff covering implementation, training, workflows, procedures, system set-up, system tools, and reports. The system manual shall be maintained with each current system upgrade and shall be available in a compressed, searchable PDF format.
  - The system shall be continuously maintained to insure optimal sufficiency of system objectives
  - The system shall be enhanced based on the changing needs of environmental health agencies.
- i) The proposed solution shall meet the following requirement criteria:
- The system shall have web-based functionality
  - The system shall provide a 32-bit graphical user interface (GUI) that operates using Windows 2000 or XP workstation
  - The system shall provide data disaster recovery features
  - The system shall have the future capability of remote input from the field.
  - The system shall support scanned images and photographs.

## **IMPLEMENTATION AND SUPPORT**

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The vendor shall provide the following services:

- a) Application implementation
- b) Custom programming services
- c) End-User training
- d) File conversion and data migration
- e) Interface implementation
- f) Project management
- g) Software customization services
- h) Technical staff training
- i) Web-based training

The vendor shall provide a proposed delivery and implementation schedule for the following:

- a) Complete software development
- b) Data conversion
- c) Beta Testing
- d) Go live
- e) Implementation
- f) Post implementation support period

- g) Software customization
- h) Training
- i) Warranty period

The vendor shall provide the following support mechanisms:

- a) A means for solicitation of client feedback for future software modification
- b) A means of maintenance support on a 24 hour/7day per week basis
- c) Periodic refresher training (upon request)
- d) Remote diagnostics via modem or the Internet
- e) Support for both the application and database software
- f) Support services escalation procedures
- g) Support to maintain the software's conformance with local, state, and federal regulations
- h) Support, through software revisions as necessary, to optimize system objectives
- i) Support and maintenance through renewable maintenance service agreements
- j) Toll-free help-desk support Monday through Friday 8 a.m. to 5 p.m. Eastern Standard Time
- k) User group participation and access to a user list server

The vendor's technical support shall include:

- a) Formal trouble-call procedure(s)
- b) Definition of severity levels of trouble-calls
- c) Turnaround time standards for each severity level of trouble-calls

## System Costs Summary

Fulton County's Health and Wellness Department would like to have you clarify your costs for ITB 05ITBR42335YB. The costs have been broken down into two areas, one time cost to develop, implement, train and install the application. We assume that since this solution is web based, that there will be no additional hardware costs. Please indicate if this not to be the case.

Your signature below indicates that you agree that your organization can provide all the items outlined in the specifications of the above ITB for the costs shown below:

|  |           |
|--|-----------|
| <b>System Costs (One time to include all items listed below)</b>           |           |
| Application software   |           |
| Database software  |           |
| Documentation  |           |
| File conversion services   |           |
| Implementation services  |           |
| Other software   |           |
| Report writer software   |           |
| Software interfaces  |           |
| Software maintenance fees (first year maintenance fees included)           |           |
| Software upgrades  |           |
| Technical support services   |           |
| Training services  |           |
| First year license fees - if applicable (first year license fees included) |           |
|  |           |
| <b>Total Bid</b>   | <b>\$</b> |

Please indicate a timeframe for completion of this project. \_\_\_\_\_

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Ongoing costs need to be indicated below so the department can accurately budget for the system after it is installed. However the award will be based on the total amount to design, and implement the system above.

|   |           |
|---|-----------|
| <b>Annual System Costs</b>                    |           |
| Software maintenance fees to include upgrades |           |
| Technical support services                    |           |
| Training services                             |           |
| License fees (if applicable)                  |           |
| <b>Total Annual Costs</b>                     | <b>\$</b> |

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